

**Tameside & Glossop Strategic Commission  
Equality Impact Assessment (EIA) Form**

<b>Subject / Title</b>	Tender for the provision of generalist social welfare information and advice and specialist employment advice
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<b>Team</b>	<b>Department</b>	<b>Directorate</b>
Welfare Rights Service	Cultural and Customer Services	Operations and Neighbourhoods

<b>Start Date</b>	<b>Completion Date</b>
12 October 2020	27 October 2020

<b>Project Lead Officer</b>	Janine Yates
<b>Contract / Commissioning Manager</b>	Lewis Sinkala – STAR Procurement
<b>Assistant Director/ Director</b>	Ian Saxon

<b>EIA Group</b> (lead contact first)	<b>Job title</b>	<b>Service</b>
Janine Yates	Team Manager Welfare Rights	Cultural & Customer Services
Mandy Kinder	Head of Service	Cultural & Customer Services

**PART 1 – INITIAL SCREENING**

<b>1a.</b>	<b>What is the project, proposal or service / contract change?</b>	The proposal is for the retender of a generalist social welfare advice and specialist employment advice contract for a contract period of 3 years commencing 1 April 2021.
<b>1b.</b>	<b>What are the main aims of the project, proposal or service / contract change?</b>	The main aims of the contract are to ensure that all Tameside residents have access to social welfare advice and information that is confidential, impartial, independent and free.

<b>1c. Will the project, proposal or service / contract change have either a direct or indirect impact on, or relevance to, any groups of people with protected equality characteristics? Where there is a direct or indirect impact on, or relevance to, a group of people with protected equality characteristics as a result of the project, proposal or service / contract change please explain why and how that group of people will be affected.</b>				
<b>Protected Characteristic</b>	<b>Direct Impact/Relevance</b>	<b>Indirect Impact/Relevance</b>	<b>Little / No Impact/Relevance</b>	<b>Explanation</b>
Age		✓		This is a universal service that provides advice and information to all residents

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				including those within the protected characteristic groups
Disability	✓			The provider is expected to ensure people with disabilities are able to access advice i.e. through home visits, BSL etc. Service user information from the current provider shows 56% of service users in 19/20 identified as disabled or having a long term health condition
Ethnicity	✓			The provider is expected to provide advice to people without English as a first language in other languages ie language line, interpretation services. 19% of service users in 19/20 identified as BAME
Sex		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
Religion or Belief		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
Sexual Orientation		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
Gender Reassignment		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
Pregnancy & Maternity		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
Marriage & Civil Partnership		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
<b>Other protected groups determined locally by Tameside and Glossop Strategic Commission?</b>				
<b>Group (please state)</b>	<b>Direct Impact/Relevance</b>	<b>Indirect Impact/Relevance</b>	<b>Little / No Impact/Relevance</b>	<b>Explanation</b>
Mental Health		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
Carers		✓		This is a universal service that provides advice and information to all residents

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				including those within the protected characteristic groups
Military Veterans		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
Breast Feeding		✓		This is a universal service that provides advice and information to all residents including those within the protected characteristic groups
<b>Are there any other groups who you feel may be impacted by the project, proposal or service/contract change or which it may have relevance to? (e.g. vulnerable residents, isolated residents, those who are homeless)</b>				
<b>Group (please state)</b>	<b>Direct Impact/Relevance</b>	<b>Indirect Impact/Relevance</b>	<b>Little / No Impact/Relevance</b>	<b>Explanation</b>
Low or no income groups	✓			41% of service users in 2019/20 enquired about welfare benefits and universal credit
Disadvantaged residents	✓			The current provider provides advice and support to some of our most disadvantaged residents.

<b>1d.</b>	<b>Does the project, proposal or service / contract change require a full EIA?</b>	<b>Yes</b>	<b>No</b>
			✓
<b>1e.</b>	<b>What are your reasons for the decision made at 1d?</b>	<p>The contract retender will allow access to appropriate advice provision, with a clear requirement within the specification to deliver advice which is accessible to a wide range of individuals and communities; offered in appropriate languages and within a culture of equality and diversity. The service is universal to all residents of Tameside</p> <p>Mitigations for the potential impact on protected characteristic groups (i.e. that the provider will have alternate options for language for people of different ethnic groups or facility for people with disabilities) is already built into the contract so has been considered. It will be built into future contracts issued.</p> <p>The provider will be expected to provide accessible advice through various channels to include digital/on-line, webchat, telephone, face to face and also have a main service hub in the Borough.</p> <p>The service itself and requirements from the provider will not be changing from what is currently in place, just potentially a different provider providing the service. It is not a service change.</p>	

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